



TERRY L. STEWART - DIRECTOR

MAY - 2002

Arizona Honors Correctional Officers



Officers and Arizona Representative Phil Hanson look on as Governor Hull signs a proclamation for Correctional Officers Week.

Scholarship to Benefit Officers

Inspired by the hard work of Correctional Officers, and witnessing the dangers they face each day has given Reverend Jenny Norton an appreciation for the work done by ADC Correctional Officers.

On behalf of Corrections Officers, Reverend Norton, a chaplain working in ADC prisons, and husband Bob Ramsey have established the Norton-Stewart

scholarship at Arizona State University. The scholarship fund will allow current ADC Correctional Officers and students who desire to become Correctional Officers a chance to further their education in justice studies and earn a bachelor's degree. Because Director **Terry Stewart** is a strong proponent of education and employees pursuing degrees,

Scholarship - continued on page 3

Arizona's Governor **Jane Dee Hull** recognized the men and women who wear the brown uniforms of the Arizona Department of Corrections by signing a proclamation dedicating the week of May 6-12 Correctional Officers Week.

"By ensuring safety and security in our communities, Corrections Officers provide a much needed service to the citizens of Arizona," said Governor Hull.

Every year, since 1985, the first week of May has been declared Correctional Officers Week. The week is a tribute to the 6,000 Correctional Officers working in facilities throughout Arizona who help ensure the safety of millions of Arizona citizens by putting their lives on the line every day.

A group of 10 Officers representing every ADC complex were invited to meet the Governor and eat lunch with Director **Terry Stewart**

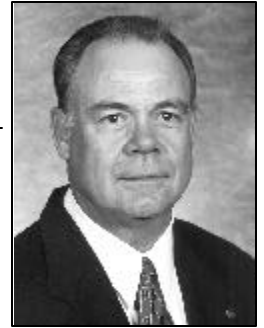
"Our officers are an extremely valuable resource to the state of Arizona," said Director Stewart. "For the difficult work they do, Correctional Officers are the most underpaid state employees."

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DIRECTOR'S PERSPECTIVE

by Terry L. Stewart



Analogous to “The Thin Blue Line” known worldwide to typify Police Officers is “The First Line of Defense” that correctional officers provide between the law-abiding public, and convicted felons.

Because prisons are generally out-of-sight, out-of-mind, and undesirable places in the public’s mind, little attention is paid to our men and women in brown. Correctional officers continually step up to provide Public Safety in the name of the same duty, honor, and service to community and country, as do police officers, firefighters, paramedics, and other more highly recognized public service professions. Following September 11th, for example, correctional officers and other correctional staff in eastern regions and elsewhere provided untold numbers of hours and monetary support for disaster victims. Here in Arizona, scores of correctional officers willingly provided their service to the National Guard and military reserves following the for military service. Correctional officers across the nation do these same kinds of things on a daily basis, making a difference!

The First Line of Defense

In ADC, our correctional officers willingly draw a line in the sand every day that they report for work. I recognize this, and am proud of the fact that so many officers are willing to serve, and to give their best, even though at times they appear to be an invisible minority, barely recognized or acknowledged by others in more recognized professions or occupations.

I can tell you there is no more important job in our system than that performed by our correctional officers. Most, if not all, assignments are secondary and supportive roles when compared to that of correctional officers. They are the backbone of the prison system, the unsung heroes, and they walk a more dangerous beat than many police officers. They respond to emergencies as do firefighters and paramedics. And, they continually place themselves in harm’s way for much less than what the average public service career pays. Yet, they always answer the call!

In recognition of these staff and May’s Correctional Officer Week, let us not forget the important and obvious, but critical, role that our correctional officers continually play in the State of Arizona and the ADC mission. This much we know. Correctional officers keep the public safe. At times they face seemingly insurmountable odds. They earn a lower salary than they deserve, and at the same time, continuously place their own safety and well-being on the line. Correctional officers are truly deserving of our praise, unwavering recognition, and respect for walking the prison beat. They are our First Line of Defense.

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Standardized Shift Times Throughout ADC

To improve communication among line staff, the Arizona Department of Corrections implemented a standardized shift schedule for Correctional Officers and maintenance staff.

The new Department-wide shift schedule will allow for a 40-minute briefing time at the beginning of each shift and give staff ample time to assume their assigned posts.

Most complexes already have briefing times built into their schedules for on-coming staff, but the Department feels standardizing shifts and briefing times will be to the advantage of both ADC and its employees.

Advantages

- The standardization of shift schedules would eliminate any confusion regarding staff work hours within the Department and allow for an easier transition for staff transferring or promoting.

- The expanded briefing time would allow for the majority of required training to be conducted at briefings, reducing the need and duration of off-unit training.

- Standardizing shifts and expanding the briefing time would allow more time for supervisory staff to communicate information to line staff.

- Expanded briefing times would ensure on-time shift relief at the larger units.

- Standardized shift changes allows for easier cross leveling of staff.

Disadvantages

- Staff would have to adjust their work and personal schedules to comply with the standardized shift times.

- Supervisors may not take full advantage of the expanded briefing time by providing more training.

- Some off-unit training will still be required.

New Shift Schedule Effective June, 15

Day Shift-0600-1400

Swing Shift-1320-2120

Graveyard Shift-2040-0640

Support Services-0630-1500

- Some units would have to adjust Graveyard shift from an 8-hour shift to a 10-hour shift.

“Wardens will be given the flexibility to alter the schedules of certain post functions consistent with the institutional needs at their respective locations,” said Deputy Director Charles Ryan.

“The benefits of standardizing shifts and briefings will far outweigh any disadvantages, especially when you look at the big picture,” said Director Terry Stewart.

ACI Now Accepting Credit Cards

Western mail wagon kit - \$10.40.
Aluminum license plate with state flag - \$6. Having the ability to buy things from ACI without cash - priceless. From now on, customers do not have to bring cash if they want to buy those blue chambray shirts they have had their eyes on. ACI is now accepting all major credit and debit cards at both the ACI main office at 3701 W. Cambridge Ave. in Phoenix and their retail outlet in Florence.



The program started at the beginning of April because ACI had been receiving requests for credit card services from some of the companies with whom it contracts and from individual customers.

Scholarship-continued from page 1

Norton and Ramsey wanted the scholarship to include Stewart's name.

“The Norton-Stewart scholarship is a wonderful opportunity for Correctional Officers to further their education, and I'm honored to be associated with it,” said Director Terry Stewart. “A solid foundation of education and training is important for Correctional Officers to prepare for promotion.”

In the Fall semester of 2002, one annual scholarship of \$1,000 will be awarded to the most qualified applicant. When the endowment generates sufficient earnings, a scholarship of \$500 will be awarded on an annual basis.

The scholarship will be available for undergraduates of all class standings. Recipients of the scholarship must aspire to careers as Corrections Officers and they must be in good academic standing, as defined by ASU academic standards. The student must be majoring or

minoring in justice studies and be enrolled in a minimum of six credit hours at ASU. If the recipient is an incoming freshman, a 3.0 high school grade point average is required. Also, the applicant's financial need will be considered.

Along with their scholarship application, applicants will submit a 200-word essay describing their goals of participating or advancing in the profession of corrections and a 100-word statement demonstrating their financial need. The School of Justice Studies faculty will select the scholarship winners in consultation with Director Terry Stewart.

Jenny Norton is a graduate of the justice studies program at ASU. She completed her post-graduate work in seminary and was appointed by her church to serve ADC in auxiliary chaplaincy.

For more information contact James Feiberg, Justice Studies Academic Advising Coordinator 480 965-7727 or feib@asu.edu.

QWL-21 Status Report:

1.0 Major shift culture/Open dialogue

Several avenues of communication have been implemented to keep employees informed of current issues affecting the ADC including administrators attending briefings, meetings and walking/talking tours. Information is also disseminated through the use of staff bulletin boards, newsletters, e-mail, the ADC web site and *DIRECTIONS*.

2.0 Major shift culture/Interaction with staff

Northern/Southern Region - Administrators and supervisors are encouraging and actively pursuing interaction between management and line staff. During briefings and unit tours, administrators are listening and talking to staff regarding issues of concern, i.e., lay-offs, pay raises, budget restraints, staff shortages. Administrators are also praising and thanking staff for their commitment and hard work.

3.0 Major shift culture/Fewer transfer of Deputy Wardens

Northern/Southern Region - Many Deputy Wardens are taking advantage of the well deserved 20-year retirement option. Due to that fact, Deputy Wardens will have to be reassigned to meet the needs of the Department, but moves will continue to be kept at a minimum.

4.0 Major shift culture/Assessment tool

The QWL-21 Mini Surveys have been completed and returned. Here are some preliminary results:

- Of the 1,877 surveys distributed, 1,487 or 79.2% were returned. This response rate is considerably better than we experienced with the original survey, where only 58.6% were returned.
- We received 655 responses from CO IIs, 51 from CO IIIs and IVs, 78 from Sergeants, 36 from Lieutenants, 15 from Captains, 1 from Majors, 5 from ADWs, 6 from DWs and 7 from Wardens. There were 633 responses from various other positions.

Analysis will continue for the next several months, with a full report due to be published sometime this summer.

5.0 Create buy-in and support Northern Region

Eyman Units are soliciting input from staff regarding Unit Post Orders and Institutional Orders when being revised; Florence Complex is involving Programs staff in unit activities and involve them during emergencies and simulations; Perryville has implemented a TQM committee on release procedures and DO 909 policy enforcement as a result of issues discussed at Warden/CO meeting; Winslow has increased discussion with line staff to promote higher morale.

Southern Region - Douglas: Papago Unit is canvassing staff to get their feedback and ideas prior to changes being implemented. Mohave ADW was assigned as the TQM chairperson for mandatory literacy involving other CO IVs and CO IIIs; Due to the success at Lewis/Morey Unit, Warden **William Gaspar** is encouraging other units to implement a buy-in for good attendance to help relieve the staffing issues created by call-ins and no-shows; Changes at Safford are carefully explained to staff and open to discussion prior to implementation; Tucson continues to support a team atmosphere, working side by side with line staff and walking/talking with staff; Yuma continues to promote staff buy-in by walking/talking and timely dissemination of information. Officers at the Complex commented that there needs to be more buy-in from the top - down.

6.0 Audits/Numeric scores

Southern Region - Will continue focus on self-audits. Staff are reminded to ensure audit compliance and preparedness.

7.0 Audits/Evaluations

Central Office Focus Groups - Each group reviewed and suggested changes to the Inspections Process.

Northern Region - Self audits continue.

Southern Region - Deputy Wardens and management teams at Safford

continue to maintain and audit their assigned areas to ensure policy compliance and safe work practices. Implementation of an internal audit system through efforts and coordination with ASPC-Douglas and Tucson continues to be a key topic for future implementation; Tucson continues to conduct internal cross-audits. Numerical scores are not assigned at this level. Actively reviewing systems and working with staff to spread the message of the need for thorough, accurate documentation. At Echo Unit policy compliance has been the focus relevant to audits.

8.0 Equipment and supplies

Northern/Southern Region - Administration continues to order equipment and supplies to ensure staff safety e.g., gloves, OC spray, flashlights, etc. There is a shortage of trash bags, paper towels, soap and cleaning supplies at some units due to the budget restraints.

9.0 Safety & staff shortages/Prison Staffing

Northern/Southern Region - Through the use of cross-leveling, administrators, CO IIIs and CO IVs working post side-by-side with uniformed staff and COs opting to change their election from "cash only to either" has not only helped staffing levels, but has enhanced communication. Administration is addressing the issue of call-ins and no-shows. Yuma has suffered major staff losses due to hiring by outside agencies movements to hire.

The Director has approved (DI 189, Overtime Authorization) employees in the Correctional Series (including Correctional Officers III and IV) and Parole Officers, with the approval of their immediate supervisor, to work and accumulate compensatory leave, up to a maximum of 480 hours.

10.0 Safety and staff shortages/Parole Officers

Parole Officers (POs) who chose to be armed, were trained and qualified.

- The carrying a Concealed

Weapon (CCW) permit applications are being processed by DPS.

- Some POs who do not choose to be armed, also attended the training.
- For all non-arming POs, ADC will provide the appropriate related training (i.e., use of force, OC spray, and non-contact self-defense).

11.0 Training

Northern/Southern Region - Staff are being encouraged to attend outside training for career enhancement and advancement.

12.0 Program Officers

Northern/Southern Region - Due to staff shortages CO IIIs and IVs continue to provide support to uniform staff by manning a security post.

13.0 Paperwork

Northern/Southern Region - Would like to see more ADC forms incorporated on ADCNet for staff use. The importance of paperwork being completed appropriately and within time frames is being reiterated with supervisory staff and reviewed for quality control.

14.0 Inconsistent rules

Northern/Southern Region - Where needed Post Orders have been rewritten. It is imperative that consistency is maintained from one shift to another.

15.0 Recognition/Unit Level

Northern/Southern Region - Several units have initiated monthly awards ceremonies and staff pot lucks. Pace entries are being completed on employees who have demonstrated positive behavior. Eyman Complex recognized 186 employees for perfect attendance in the first quarter of this year. At ASPC-Tucson/Manzanita Unit designated parking spaces have been identified for staff receiving awards and Santa Rita Unit is presenting plaques, letters of commendation and gift certificates via the staff fund during the awards presentation.

16.0 Recognition/Peer to Peer

Comments were received from Deputy Directors and the final draft of DO 506 is in the process of being submitted to the Policy and Research Bureau.

Northern Region - At the Eyman Complex two staff have been nominated

for Lifesaving and Community Service Awards.

Southern Region - Lewis Complex has instituted a "Very Special Person Award," available for staff to nominate other staff for a "job well done"; Tucson/Minors Unit believes that the employee recognition program is having a positive affect on morale.

17.0 Pay

Status unchanged from last reporting period.

Total number of administrative adjustment requests for supervisor/subordinate pay issues, as of 04/30/02, is 140. The estimated dollar amount requested is \$461,047.

Status unchanged from last reporting period on the other two pay issues, included within this category:

- COIIs, COIVs and Parole positions - Estimated dollar amount \$430,000.
- Peer-to-Peer inequities (employees whose salaries are not comparable to others with similar education, experience and tenure with the agency) - Over 20 requests at over \$100,000.

Northern/Southern Region - Even though staff have expressed appreciation over the approved pay raises, there still is disappointment that the amount of the raises was cut, concerns relevant to the prospect of higher medical cost next year, and that the Administrative Adjustments have been put on hold due to budget restraints. Also at issue is the number of employees leaving ADC for higher pay jobs with other law enforcement agencies.

18.0 Van pool

Northern Region - Eyman Complex has implemented a new van pool schedule that will allow Complex staff to participate. Due to excessive mileage one of the van pool vehicles will be replaced in May at Winslow Complex.

Southern Region - Lewis Complex's van pool is so successful that they currently have a waiting list of 100 staff members.

19.0 Investigations and Discipline/Managers Training

Revisions made to DO 508, Employee Discipline, have been reviewed by Deputy Directors and Director Stewart. Policy has been submitted to the Policy and Research Bureau to finalize and distribute.

Total number of Mistakes and Misconducts for year to date (since January.)

Complex Mistakes Misconducts

Douglas	34	6
Florence	18	42
Perryville	21	12
Phoenix	5	20
Winslow	18	20
Eyman	135	87
Lewis	27	48
Safford	9	10
Tucson	71	56
Yuma	100	47

Totals 438 348

20.0 Investigations and Discipline/Cycle Time

Northern/Southern Region - Tracking mechanisms for the 601 process have been implemented at both unit and complex levels to ensure compliance with time frames.

21.0 Leadership

Northern/Southern Region - Managers are helping develop leadership traits in subordinate staff by presenting themselves professional through image, communication, and work habits.

2001 Corp Manual Now Online



<http://www.adc.state.az.us/CORP/Corp.htm>

Managing Your Weight with a Healthy Diet

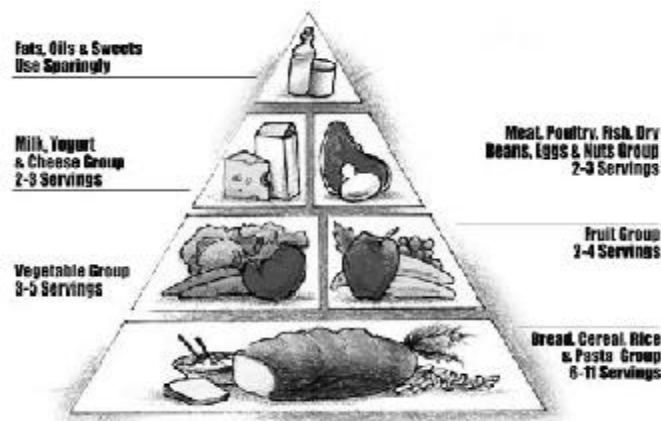
Losing weight doesn't mean starvation, nor does it mean trying fad diets and buying expensive diet products; a successful weight loss program is about making a lifestyle change that begins with eating the right foods and portions.

Simple changes in diet habits can help a person lose weight and achieve their health and fitness goals.

To lose weight we must know the right type and amount of food we are putting into our body. An effective way to monitor what we eat is by keeping a daily log and schedule of our food intake. A good eating schedule should include times and portions that utilize the body's metabolism. This means eating small meals and light snacks throughout the day instead of eating fewer, but larger meals.

A healthy diet should include the daily food requirements from the food guide pyramid. This includes 6 to 11 servings of bread, cereal, rice or pasta; 3 to 5 of vegetables; 2 to 4 of fruit; 2 to 3 of milk, cheese or yogurt; and 2 to 3 servings of meat, poultry, fish, beans, eggs or nuts.

Breads and cereals are our primary source of carbohydrates. They are our fuel foods that provide us with the energy for physical activity and our body's day-to-day functions. Carbohydrates can either be simple or complex. Sugars are simple carbohydrates and starches are complex carbohydrates, a better source of carbohydrate for health. Complex carbohydrates can either be processed, as in white bread, or unprocessed, as in whole wheat. While both types provide us with energy, the whole grain forms have more fiber that contains more B vitamins and helps maintain a healthy digestive system. It's recommended



that 50 percent of our daily calories should come from carbohydrates.

Dairy products are important for healthy teeth and bones. It's important not only for children to have enough calcium for their teeth and bones to grow, but also for adults to prevent osteoporosis in later life. It's recommended that people need 700mg of calcium a day. Two small containers of yogurt provide us with our daily allowance of calcium.

Meats and poultry are important sources of protein, iron and zinc. Proteins are the building blocks of our body that maintain healthy tissues. Proteins are made up of amino acids, most importantly the essential amino acids which cannot be made inside the body. This means essential amino acids must come from the food we eat. Health professionals recommend that 10-15 percent of energy in our diet should come from proteins. To lessen the risk of cancer, health professionals advise eating less red meat, no more than one portion a day, and to eat a mixture of foods from this group. Fish is recommended at least twice a week, especially oily fish, such as herring, mackerel or sardines, for their omega-3 fatty acids, which help reduce the risk of a heart attack or stroke. If you don't care for fish, you can also buy omega-3 fatty acid supplements at the health food store.

Five portions of a variety of fruit

and vegetables should be part of our daily eating schedule. A portion can be one piece of fruit, one glass of fruit juice or one serving of vegetables. If you smoke, you need more vitamin C than a non-smoker, so it's even more important to aim for five servings.

It's best to keep sweets and desserts to a minimum. Foods in this group are concentrated sources of empty calories. Limit the amount of saturated fat used in cooking, and choose those

that are rich in polyunsaturates or monounsaturates, such as corn or olive oil.

Also, it's important to drink plenty of water. Water is the basis for all our body functions and even a slight dehydration can effect how we feel and work. Health professionals recommend drinking about two liters of water every day. Do not wait until you are thirsty to drink. Once you become thirsty, you are already dehydrated

Try and limit coffee, tea and soda pop consumption, these beverages contain caffeine, which acts as a stimulant raising blood pressure and making the heart beat faster. While caffeine can act as a great pick-me-up, in higher doses it can limit vitamin and mineral absorption and actually have a negative effect on our energy levels.

Extra calories and fat can also add up quickly during snack times. Make a point to examine your snacking and meal choices and think of healthier options. Replace a scone with a bagel, potato chips with pretzels and cookies with fruit.

While eating healthy, drinking plenty of water and monitoring what we eat is a great start to being healthy, remember an essential component of weight control is exercise. Look for an article on exercise in June's issue of *Directions*.

What's Going on in Staff Safety?

by Don Brown, Staff Safety Liaison



The correct way for an Officer to transport his/her uniform



The wrong way for an Officer to transport his/her uniform

Uniformed officers should be aware they are being observed at all times. The purpose behind wearing a uniform is to identify you as a person in a position of authority. However, be aware the best and most suitable time to wear your uniform is only while working at your institution. It is good practice to remain as anonymous as you can in your community. In other words, do not advertise you work at a prison. In every community there are former inmates, gang members, inmate families or others who may use this information against you. Here are some ideas that can contribute to your personal safety:

Do not advertise. If you wear your uniform to work, also wear a light jacket over your uniform shirt or remove your shirt. Otherwise, anyone who sees you will know you are a Corrections Officer, and where you work. You are making yourself a convenient target.

Protect your identity. Change into your uniform shirt once you reach your institution. Retrieve it from the hanger and opaque plastic cover where it has been concealed from prying eyes, or from the trunk of your vehicle.

Do not wear your uniform in public places even while commuting to and from work like grocery shopping, picking up coffee at a convenience mart, dropping off or picking up laundry, etc. You are inviting observation, and telling anyone who sees you who you are (your name tag), where you work (the local prison), and that you work for Arizona Department of Corrections.

When you are at work, your awareness level should be heightened. Look for anything out of the ordinary, unusual circumstances, or situations. Use these same skills to increase your personal safety whether driving your car to and from work, or car and van pooling.

Protecting Uniform items, Badges, and I.D. cards from Theft.

Loss or theft of uniform shirts, badges, or identification cards can result in disastrous events and consequences. Perpetrators can misuse these stolen items themselves, or pass them along to others who can use them to impersonate a corrections or police officer, under any number of circumstances.

Staff are cautioned and recommended to observe safe practices concerning official items:

1. Never hang your uniform shirt in a window of your vehicle in clear plastic. This displays to everyone that you are an officer working with ADC. It can make you or your vehicle a target! Putting it in opaque plastic, out of plain view, or in the trunk of your vehicle is the recommended practice.

2. Badges and identification cards are sensitive items that need to be safeguarded as such. Expect that if your badge or identification card is lost or stolen that it will be misused. Do not leave your uniform shirt, badge, identification card, or other official item unattended for any period of time. If you are not wearing or carrying them, then they need to be stored in the most secure manner and place possible.

3. Protect official items as you would your wallet or purse, or your credit cards. You would not want your driver's license, personal credit or debit card to be misused by others if lost or stolen, so afford official items the same level of protection.

Why I chose to work and stay at the

The Ten Corrections Officers who Pa



Pete Amaya, ASPC-Douglas

The Department provides good career opportunities. I have been able to work in a rewarding and challenging position that enables me to work beside a diverse group of people.



Richard Carter, ASPC-Tucson

I joined the Arizona Department of Corrections because it seemed like a great way to break into the law enforcement field. Initially, I wanted become a police officer, but after working as a Correctional Officer I decided this is what I want to do. I love my job.



Linda Churchwell, ASPC-Perryville

I was looking for something interesting and challenging, found the ad and applied. It never occurred to me that I could not do the job. I enjoy the everyday challenges, opportunities for advancement, the cross training in different positions and I like dealing with inmates, staff and the public.



Ralph Lopez, ASPC-Florence

I was in search of an exciting job. What I found was an exciting and rewarding career. The Department has allowed me to meet and work with some of the best people. I would like to thank those who have passed through my path and those who continue to make my career exciting.



Todd Cook, ASPC-Eyman

I thought it would be an interesting law enforcement job and ADC was hiring. I like my job and I like the idea of keeping the public safe. I also want to promote within the Department.



Rosa July, ASPC-Phoenix

I wanted a secure future that provided promotional opportunities and a career. I also wanted to be in a professional working environment where I could make a difference for others and society. This is indeed a career with a bright future with many opportunities for advancement, both professionally and personally. I also enjoy feeling like I do make a difference.

Arizona Department of Corrections

icipated In Correctional Officers Week



Sheryl Watkins, ASPC-Perryville

In October 1998, I chose to work for the Department of Corrections for better benefits and pay. Beacuse of the dear friends I have met and the promotional possibilities at ADC, I plan to be employed with the Department for many years.



Elizabeth Diaz, ASPC-Safford

I have always been interested in law enforcement since I was in high school. I enjoy the work. I have taken some college courses in Criminal Justice Administration and plan to continue with these to promote into the Programs side of Corrections.



Sean Jimmie, ASPC Winslow

I turned to the Department of Corrections because I needed a career with a salary increase and benefits. I selected ASPC-Winslow due to the location and the small size of the town in order to raise a family in a safe environment. I enjoy the work of a Correctional Officer, especially my present position of Gate Officer.



Deputy Director Charles Ryan distributes medallions to the 10 ADC Corrections Officers who attended the signing of the Correctional Officer Week Proclamation. The medallions were distributed prior to the signing of the proclamation in the Prison Operations Conference Room at Central Office.



Harold Hollingsworth, ASPC-Yuma

I find that being a Correctional Officer allows personal growth, great responsibility and unique opportunities. The challenge of maintaining peace and order within these prison walls, and ensuring the public's safety, gives me a sense of accomplishment and purpose.

Using Groupwise Effectively and Responsibly

Dave Crickette, Information Technology, Chief Information Officer

This is a two part series on the appropriate use of ADC Groupwise. Next month, look for some tips on how to effectively use Groupwise.

The ADC email system has proven to be an effective tool to communicate to individuals, and groups within the Department, but as with any tool, there are responsibilities for its use. Lately, we have seen an increased trend of accidental and possibly deliberate misuse of the Groupwise system. One example is the several recent emails sent to the **1601_USERS** group. This is a distribution list for all employees who work at the 1601 W. Jefferson building.

Did you know that when sending mail to the group **ADC Staff** you are sending mail to all of the following: All employees at 1601 W. Jefferson, 1645 W. Jefferson, 2005 N. Central, 2200 N. Central, 363 N. Central, 3120 N. 35th Ave. as well as ACI, many Institutions, Wardens and a few others.

Please take the time to check your email before you click send to ensure it is going to the individual or persons you intended. Failure to do this simple task can result in confidential

information being sent to literally hundreds of employees.

ADC has a policy on email.

Director's Instruction (DI) 139

states that an acceptable use of Department equipment is: "Using e-mail to maintain a personal correspondence." **DI 139** also states:

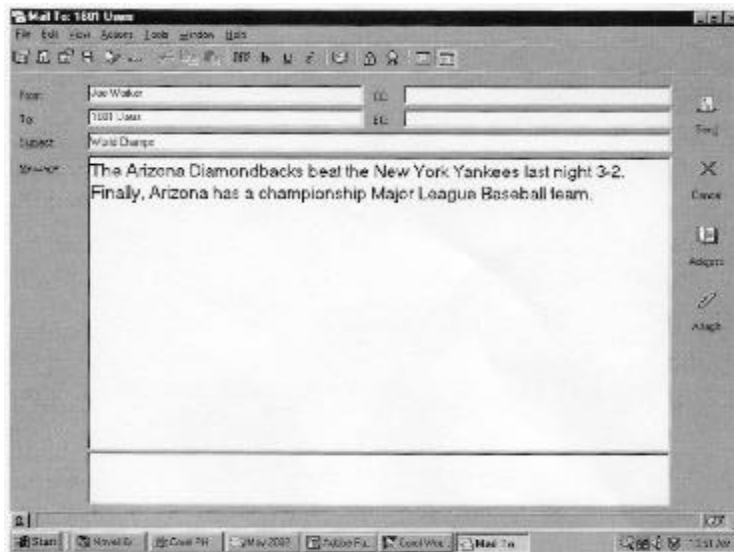
"Employees are expected to be engaged in work-related tasks during their assigned duty hours."

Please keep your personal use of email to a minimum. If each employee that had a Groupwise account received two personal emails and responded to both, our GroupWise system would have to process almost 11,000 emails!

Another DI to refer to is **DI 45**.

Section 5 covers Broadcast email. **DI 45** defines a "Broadcast email as a general message sent to a large number of users or an entire post office" This can be a group of individuals within your work area or outside your work area.

Director's



This email contains information not related to ADC business. It is also addressed to the entire staff of building 1601.

Instruction # 45, section 5.3 and 5.4 state the following concerning broadcast mail:

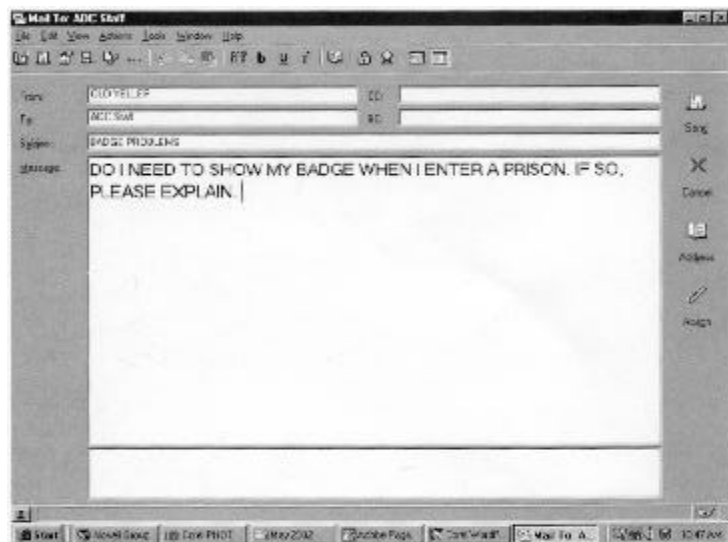
5.3 Supervisors may send broadcast messages to persons in their downward chain of command.

5.4 Users wishing to send a broadcast message outside their downward chain of command **must receive authorization** from the appropriate approving authority(ies). Examples: A user wishing to send a broadcast message to a bureau shall obtain prior authorization from the Bureau Administrator. A user wishing to send a broadcast message to the entire Department shall obtain prior authorization from the Director.

Please take a moment to think about the email you are sending. Ask yourself: Is it being sent to the correct person? If it is a broadcast email, have I obtained the appropriate permission to send it? Is this for Official business?

Please note, SECC and LETR are state-sanctioned activities and email pertaining to SECC and LETR activities are official business.

If you have any questions, please feel free to contact the IT Help Desk or your local Network Specialist.



Writing in all caps gives the impression that the sender of the email is angry with the receiver.

Corrections Cross-Section

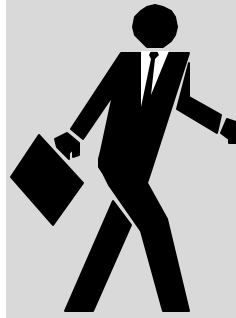
The deadline to submit the answers to April's Corrections Cross-Section is June 10.

Successfully complete the Corrections Cross-section and win merchandise. Correct crossword entries will be entered into a drawing.

To enter, submit the completed puzzle with your name, telephone number and place of employment to **Virginia Strankman** at Mail Code 441 or 1601 West Jefferson, Phoenix, Arizona 85007.

Look for the answers to the crossword puzzle, the winner of the contest and a new puzzle in June's issue of *Directions*.

ADC Employees on the Move: May Retirements



Harold J. Staweke, Lieutenant, ASPC-Yuma
James Jernigan, COIV, ASPC-Douglas
Wilburn Hassenzella, Lieutenant, ASPC-Eyman
Stanley Bates, Deputy Warden, ASPC-Eyman
Michael Miller, Deputy Warden, ASPC-Phoenix
Thomas Carlson, Sergeant, ASPC-Tucson

Vanpool Makes Sense

Do you hate driving to and from work everyday in rush hour traffic? Do you secretly despise the people speeding by in the carpool lane while you and the rest of Arizona's workers are in gridlock and breathing each others' car exhaust? Thanks to Capitol Rideshare's Vanpool program, you can be one of the envied, cruising to work in record time.

The Vanpool program is a State subsidized program where seven to 15 people share a van to ride to and from work every day. The group of vanpoolers decide the routes they will drive, and they share the monthly expenses. The Vanpool is State approved, however, so employees each qualify to receive a \$20 monthly subsidy to pay the vans' expenses.

A major concern of vanpoolers, especially those traveling long distances from their homes, is of being left at work or not being able to leave in an emergency. Because of this concern, the Vanpool program guarantees two free cab rides per month. These rides can be used if employees are left behind or if they need to leave before the van can arrive to pick them up.

From the Mailbag

To Director Terry Stewart

On behalf of Everest College and approximately 50 students, I want to thank the Arizona Department of Corrections for providing guest speaker COII **Wallace Davis**. I understand there are many individuals involved in arranging for the speaker but I am only aware of **Rhonda Cole**, **Virginia Strankman**, **Laura Krause** and **John Bogart**. Please convey our appreciation to the others who were also instrumental.

We were all impressed with Officer Davis' knowledge, experience and professionalism. He was so well prepared with videos, overheads, photoboards and war stories that he could have easily remained here for many hours beyond the two just to answer questions.

There were already a few students in our Criminal Justice program who are studying for a career in corrections but I believe a significant number of others are considering it.

Tom Powell
Criminal Justice Studies, Everest-College

In order to participate, the employee must sign an agreement to use the Vanpool for 30 days, but after 30 days the agreement may be terminated. There are currently 205 vans in use, servicing 1,850 State employees, and 20 vans are being used solely by Department of Corrections employees. The Vanpool participants are normally only allowed to travel within Maricopa County, but there are vans for ADC employees that travel to ASPC-Eyman, Florence and Lewis.

Because of the success of the Vanpool program, Capitol Rideshare is looking for van drivers. The drivers are not paid a salary but are guaranteed receipt of up to 300 miles per month of personal van use within a 200 mile radius of Phoenix. For drivers, use of the van is free except for the cost of gas.

For more information on Vanpool, call Gary Roberts at (602) 534-1808.



Eyman Officer Saves Woman's Life

by Kathleen Manning-Chavez, Training Officer I, ASPC-Eyman Complex

Recently, Correctional Officer **Carol Thorne** was heading home on Florence Kelvin Highway, approximately 20 miles east of ASPC-Eyman, where she works swing shift at Rynning Unit. In a remote, dark area along the highway she saw a woman lying on the side of the road with a wrecked car nearby.

Thorne stopped to offer assistance to the woman, whom later was discovered to be a Corrections Corporation of America employee. The CCA staff member had been thrown approximately 20 yards from where the vehicle stopped rolling.

Thorne said, "I had to stop, anyone else would have done the same thing."

Thorne sat with the woman, waiting for another vehicle to signal for help. Thorne did not have a cellular phone to call an ambulance. She had been trained in first aid and currently is a member of the Critical Incident Stress Debriefing team, so she is trained to offer some

assistance. Thorne had removed her white undershirt to brace the woman's neck. They waited more than an hour and Thorne was beginning to get worried about the woman.

"Everything I've been taught told me not to move her so I gave her the choice. No one had passed us for more than an hour. I told her that I would wait with her all night if she wanted me to," said Thorne.

The woman was scared and in pain and didn't want Thorne to leave her to seek help, so she told Thorne to take her where assistance was available. Thorne cautiously helped her to the car and drove to a ranch where help was summoned. The Pinal County Sheriff's Department, Southwest Ambulance, Florence Fire Department and Kearney Fire Department arrived at the scene. They were able to stabilize the woman and she was transported via air ambulance to a level one trauma center

in Phoenix. It was later reported that the woman suffered from a broken back and a crushed pelvis.

The CCA employee is recovering and Thorne visited her once while she was in the hospital.

"I wanted to return her ID badge and see how she was. The woman kept telling me that she couldn't have done without me," said Thorne.

Thorne was nominated for a lifesaving award by Lt. **Brian Schitter** of ASPC-Florence shortly after the incident.



ASPC-Eyman Correctional Officer Carol Thorne

ADC Employee Named Top DPS Reserve



Bob Gilbert proudly holds his DPS award with the family of Sgt Dwyer and DPS Chief Dennis Garrett

In an awards ceremony and banquet held recently in Tempe, the Arizona Department of Public Safety honored more than 100 of their employees and reserves. One of those reserves was ADC Strategic Planning Manager **Bob Gilbert**. Gilbert was presented with the Sgt. Mark Dwyer Award and named Sworn Reserve Officer of the Year.

Named for Sgt. Mark Dwyer, who was

tragically killed by a motorist while on duty, the award is granted to reserve officers who demonstrate unsurpassed commitment to promoting public safety through their work with the DPS.

Gilbert's contributions to the DPS are immeasurable. He works under the Northern Highway Patrol Division, has completed the same training as regular DPS officers and volunteers over 1,000

hours outside the ADC to work for DPS as a patrol officer. He has worked a variety of holiday DUI task force operations, made various arrests and conducted traffic enforcement. He also worked in the DPS Emergency Operations Center for Domestic Disaster Preparedness following the September 11 terrorist attack, coordinated a statewide survey and served as the Reserve Program Committee chair for the DPS Reserve Program improvement process.

Not only is Gilbert an invaluable asset to the DPS, as Strategic Planning Manager at the ADC Central Office, he helps ensure that the Department runs smoothly. He oversees and facilitates the planning, analysis, and reporting process for ADC strategic planning.

Bob Gilbert's success as a public servant has followed him from his days in the U.S. Air Force to the present. His commitment to his career as an employee with both the ADC and the DPS makes him a vital asset to both departments.